

## Planning your support

All our information sheets are available on the **My Care North Tyneside** website – [mycare.northtyneside.gov.uk](http://mycare.northtyneside.gov.uk) – or you can ask your social care worker to give you a copy.

### Who can have a support plan?

After finding out about your care and support needs during a needs assessment, your social care worker will decide whether your needs meet the 'eligibility criteria' set by the government.

In straightforward terms, this means that you are not able to do a number of daily living tasks without support, **and** this is causing a significant impact on your wellbeing.

You can find out more detail about needs assessments and eligibility in the **Discussing your care and support needs** information sheet.

A financial assessment then decides whether the council will pay towards the cost of any ongoing care. This is explained in our information sheet about **Financial assessments**.

Your social care worker will then offer to make a support plan with you if:

- You have eligible needs for support; and
- You are entitled to financial support with the cost of your care; or
- You want the council to arrange home care for you, even though you need to pay the full cost. Please note, there is an additional charge for this service – read our information sheet **Support for people who pay the full cost of their care** for more details.



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[mycare.northtyneside.gov.uk](http://mycare.northtyneside.gov.uk)

## How is a support plan created?

Your worker will give you as much information as you need to weigh up your options, and create a support plan that suits you. Your worker will include anybody you want to be involved in agreeing your support plan.<sup>1</sup> This might be family members, friends, or other workers.

If you would like support to create your support plan, but don't have family or friends who are able to do this, your worker can arrange an independent advocate.

You can find out more in the information sheet about **Advocacy**.

## What is in a support plan?

The support plan is about your life, so it should be as individual as you are.

A support plan includes:

- What a better life would look like to you
- What you need support with
- How to prevent your support needs from increasing
- How your support needs will be met
- How your support will be arranged: the council can arrange care for you, or some people arrange their own support using a direct payment
- How much meeting your eligible needs will cost – this is called your personal budget.

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<sup>1</sup> If the friend or family member is suspected of causing you harm, or they behave abusively towards our workers, we may ask you to choose someone else to support you. If you do not have any other friends or family to do this, we can arrange an independent advocate for you. You can find out more in the **Advocacy** information sheet.

- How your personal budget will be managed. For example, the council arranging services on your behalf, you arranging your own support (called a direct payment), or a combination of the two.

For more details, please read the **Personal budgets** information sheet. You can find out more about direct payments in the information sheet **An introduction to direct payments**.

### **How can my support needs be met?**

Support can be provided in a number of ways – not all of them will cost money. For example, your support needs could be met by:

- Community groups, charities or health services
- Support from family and friends
- Equipment or adaptations to your home
- Technology to help you stay safe and connected to other people
- Care in your home
- Day services
- Respite care
- Residential care.

### **What happens after the support plan is agreed?**

The support plan needs to be agreed by a manager. They make sure the plan will meet your needs, and agree your personal budget.

More information about how we make decisions is in the information sheet **Calculating personal budgets**.

Your worker will then make referrals to other agencies and make arrangements to find a care provider, if this is needed.

We try our best to find care services as soon as we can. However, sometimes this is not possible straight away. If this is the case, your worker will work with you and those close to you to decide what should happen while we find the care you need in the longer term.

We will stay in touch with you to keep you updated and check how you are, and you can always contact your worker or their team if you have any worries or difficulties.

Your worker should give you a copy of your support plan. Your worker can also send a copy to anybody else you ask us to.

You can also register for a secure **My Care online account** to:

- View your needs assessment
- Look at your support plan
- Message your social care worker.

To do this, you need to:

- Register for an account on My Care
- Make a request access to your documents – instructions about how to do this are on the site.

### **Alternative formats**

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another language or format, please contact the Social Care Contact Centre on 0191 643 2777, or email: [childrenandadultscontactcentre@northtyneside.gov.uk](mailto:childrenandadultscontactcentre@northtyneside.gov.uk)

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